

Department of Motor Vehicles

Preferred Services Report for October 2008

Individual Customers

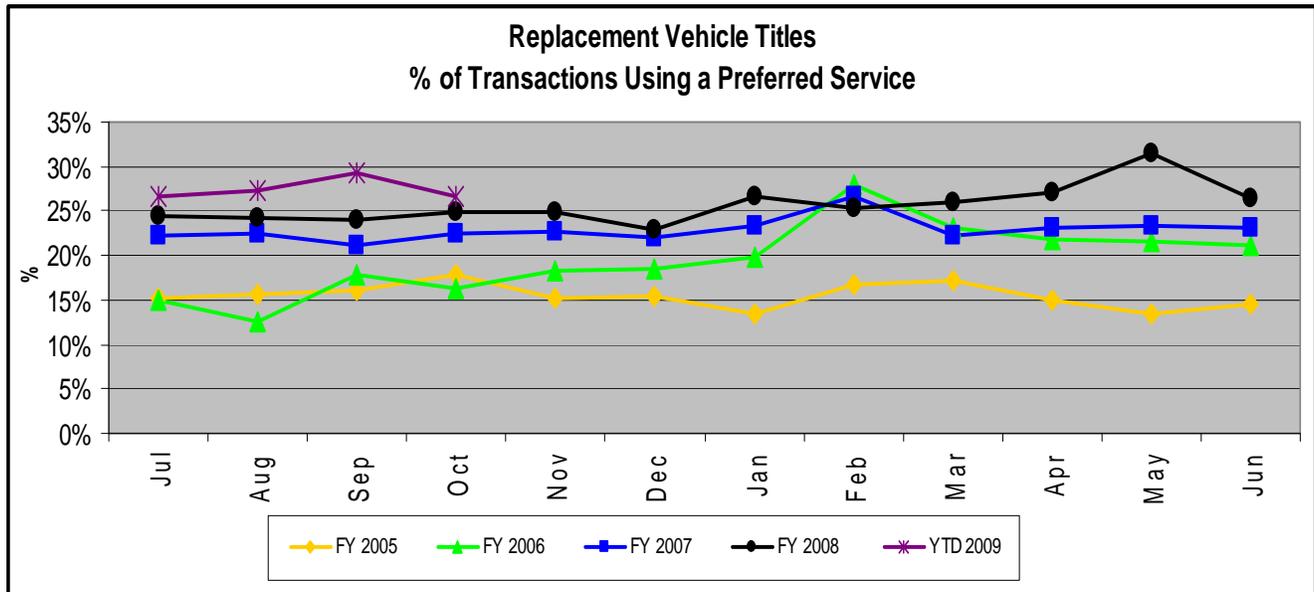
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	10,267	100.0%	11,718	100.0%
CSCs	7,530	73.3%	8,816	75.2%
Preferred Services:	2,737	26.7%	2,902	24.8%
Mail-In	813	7.9%	929	7.9%
Internet*	461	4.5%	529	4.5%
DMV Direct	5	0.0%	5	0.0%
DMV Select	1,458	14.2%	1,439	12.3%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

DMV customers conducted a greater percentage of Replacement Vehicle Title transactions by preferred services when comparing October 2008 (26.7%) with October 2007 (24.8%). During this time period, customers increased their percentage use of the DMV Select options. As shown in the chart, the percentage of total transactions for preferred services for the first four months of FY 2009 was greater than the same months for the previous four years.



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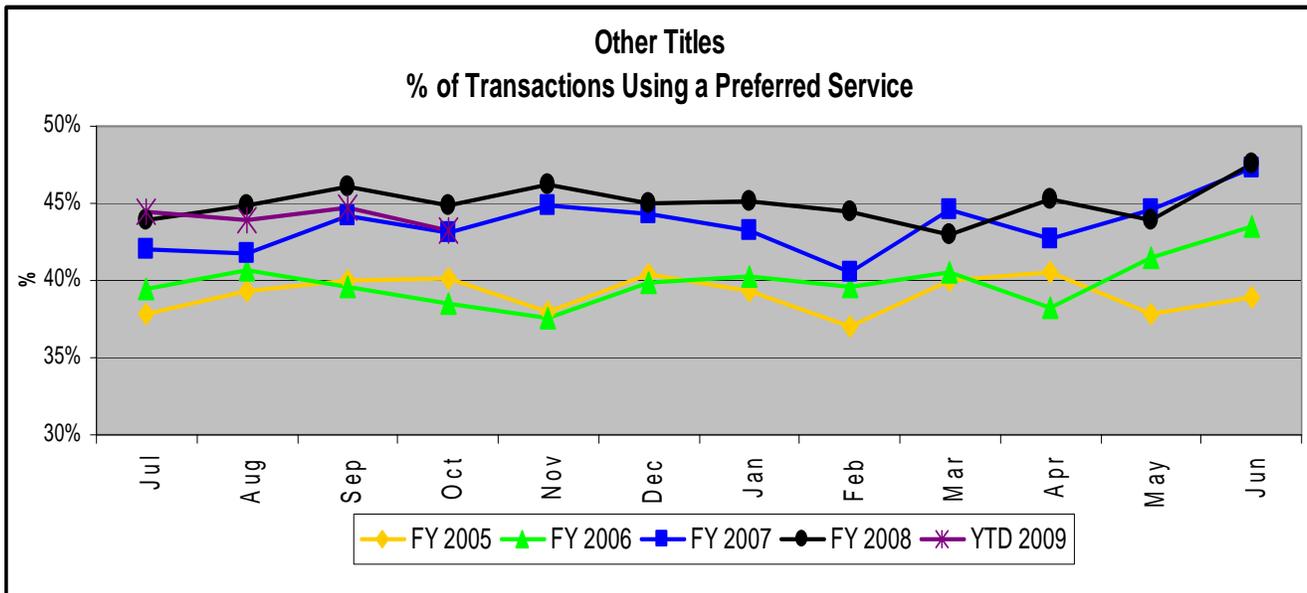
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	172,589	100.0%	213,822	100.0%
CSCs	97,965	56.8%	118,031	55.2%
Preferred Services:	74,624	43.2%	95,791	44.8%
Mail-In	7,541	4.4%	9,730	4.5%
GATARS	107	0.1%	77	0.0%
On-Line Dealer	42,727	24.8%	61,765	28.9%
DMV Select	24,249	14.1%	24,219	11.3%

Source: Statistical Repository

* Consists of original, transfer, supplemental, substitute, repossessed, and salvage titles.

Between October 2007 and October 2008, the percentage of the total number of transactions performed by preferred services for other vehicle titles declined slightly from 44.8% in October 2007 to 43.2% in October 2008. The percentage of the total transactions for preferred services in October 2008 was higher than the percentage of total transactions for October for FYs 2005 and 2006 and about the same as October 2007. For FY 2009, the trend shows preferred service usage slightly less than FY 08 for months of August, September, and October.



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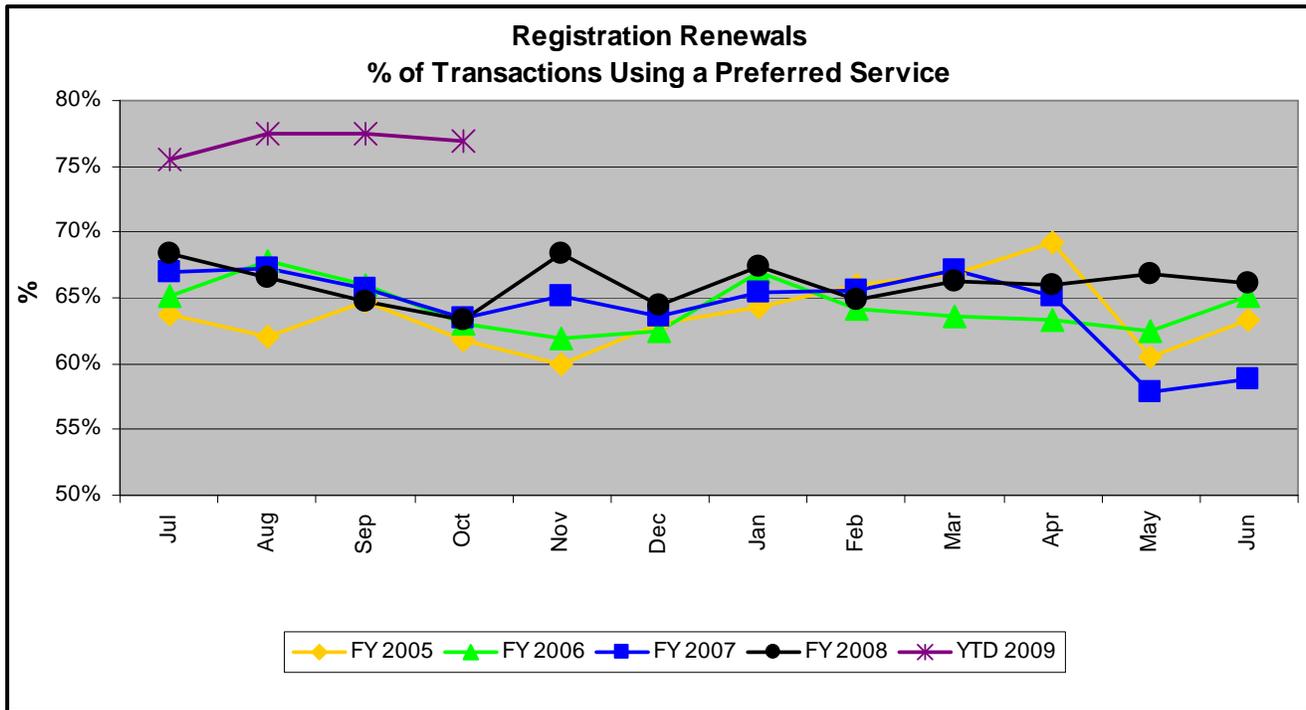
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Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	413,772	100.0%	411,481	100.0%
CSCs	95,388	23.1%	149,620	36.4%
Preferred Services:	318,384	76.9%	261,861	63.6%
Mail-In	160,283	38.7%	150,638	36.6%
Internet	119,158	28.8%	77,423	18.8%
On-Line Dealer	2,680	0.6%	1,600	0.4%
DMV Direct	9,385	2.3%	7,581	1.8%
DMV Select	26,361	6.4%	23,319	5.7%
Cyber Sites	517	0.1%	1,300	0.3%

Source: Statistical Repository

The percentage of the total vehicle registration renewals completed by a preferred service increased by 13.3% from 63.6% in October 2007 to 76.9% in October 2008. The key reason for the increase was the 10% increase in the percent of the total transactions through the Internet from 18.8% in October 2007 to 28.8% in October 2008. The increase in Internet usage can be attributed to the mandate of SB116 which makes the Internet a less expensive option than using a CSC. As shown in the following chart, the percentage use of preferred services by customers for July through October 2008 has remained higher than the past four years.



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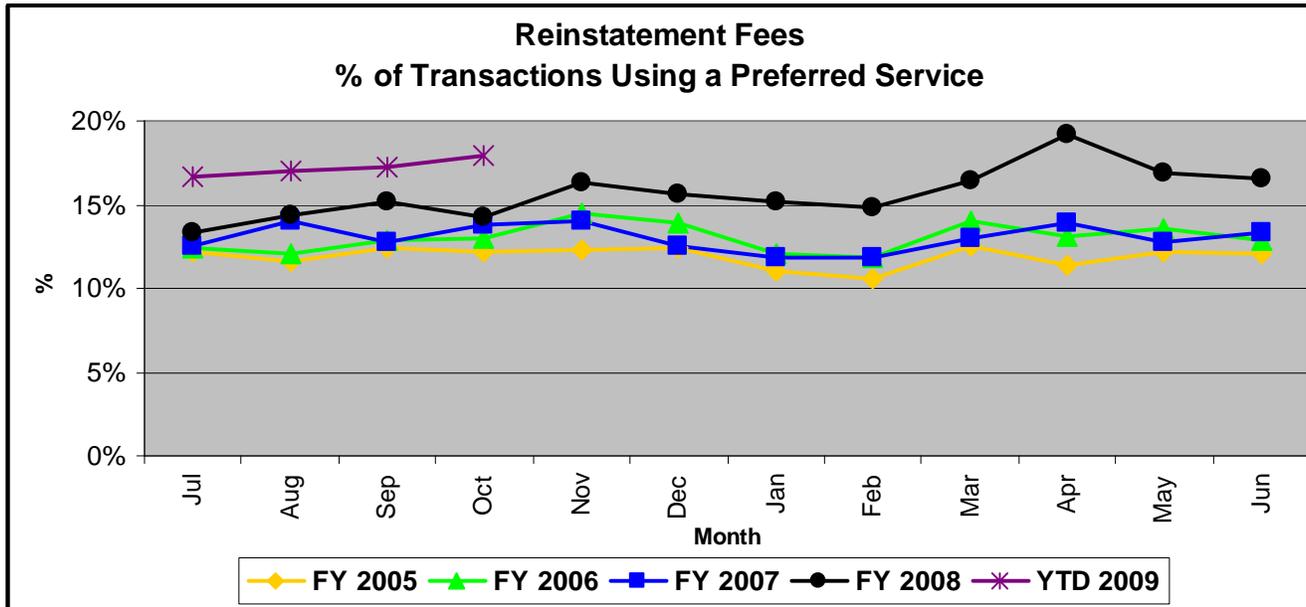
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Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	19,485	100.0%	19,847	100.0%
CSCs	16,006	82.1%	17,012	85.7%
Preferred Services:	3,479	17.9%	2,835	14.3%
DMV Direct	2,810	14.4%	2,344	11.8%
Internet	255	1.3%	1	0.0%
Mail In	384	2.0%	471	2.4%
Weigh Station	30	0.2%	19	0.1%

Source: Statistical Repository

The percentage of the total customers who paid their reinstatement fee by a preferred service increased by 3.6% from 14.3% in October 2007 to 17.9% in October 2008. DMV Direct and Internet options had an increase in their percentage of total transactions, more than offsetting the decline in the Mail In option. As shown in the chart, the percentage of the total transactions through preferred services was higher during the first four months of FY 2009 than the same months for the last four years.



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Business Customers

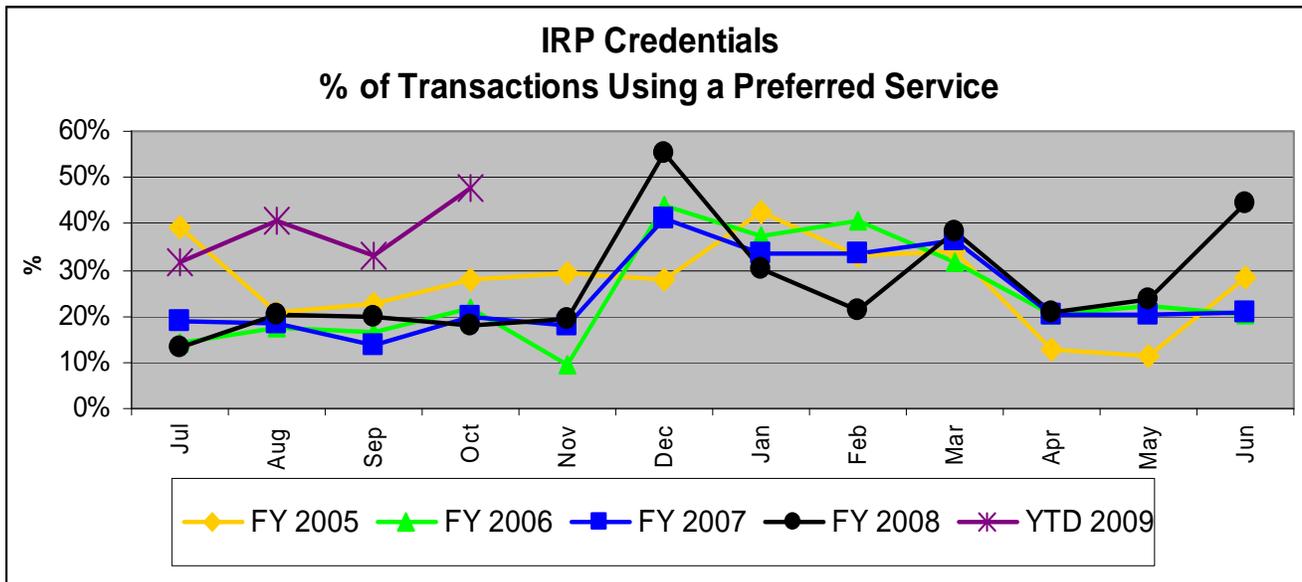
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,277	100.0%	2,653	100.0%
CSCs	1,190	52.3%	2,136	80.5%
Preferred Services:	1,087	47.7%	517	19.5%
Mail-In/Fax	626	27.5%	291	11.0%
WebCAT	461	20.2%	226	8.5%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

The percentage of the total number of business customers who completed IRP transactions via a preferred service increased 28.2% when comparing October 2007 (19.5%) with October 2008 (47.7%). Both the Mail-In/Fax and the WebCAT options had an increase in their percentage of total transactions. The percentage of business customers who used a preferred service for IRP transactions was highest in October 2008 compared to the same month in each of the previous four years.



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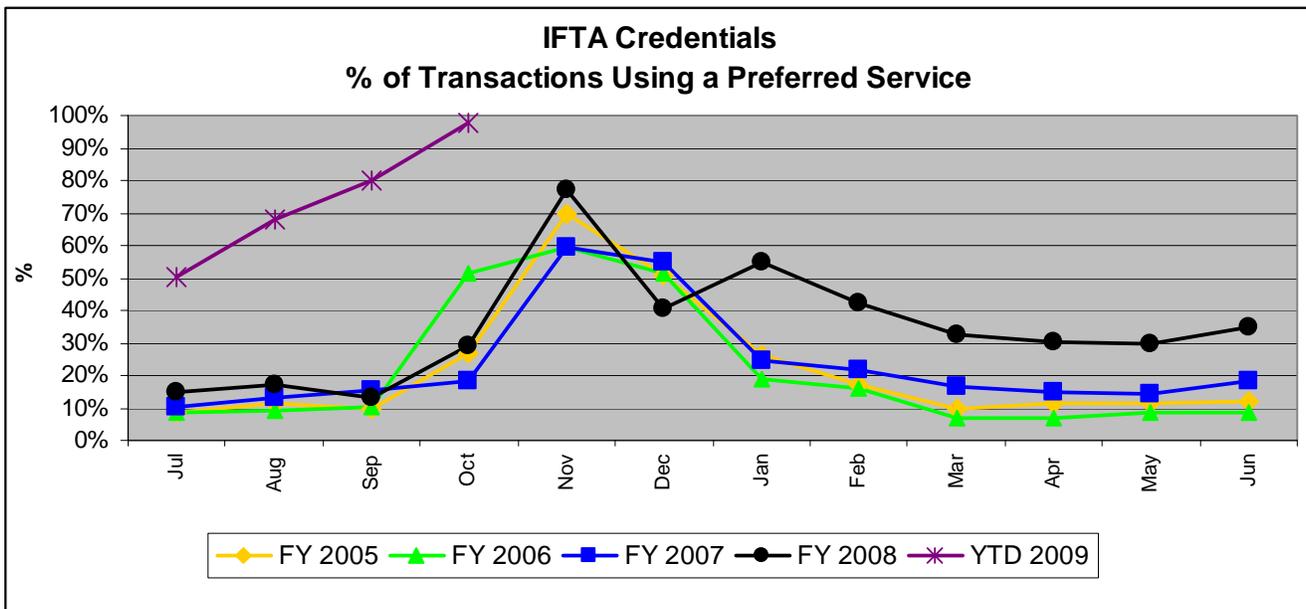
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,099	100.0%	377	100.0%
CSCs	42	2.0%	267	70.8%
Preferred Services:	2,057	98.0%	110	29.2%
Mail-In/Fax	1,817	86.6%	56	14.9%
WebCAT	240	11.4%	54	14.3%

Source: VISTA/TS

* IFTA numbers reflect where transactions originated. Includes IFTA credentials only and does not include IFTA tax transactions.

The percentage of customers who performed IFTA credentialing transactions via preferred services increased 68.8% from 29.2% in October 2007 to 98% in October 2008. As shown in the graph below, the percentage of total IFTA transactions conducted through preferred services is the highest during FY 2009. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services. The jump in total IFTA transactions from October 2007 to October 2008 is due to IFTA renewal notices being mailed out a month earlier in FY 09 (September 2008 this year versus October 2007 last year).



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DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Glad to do business using internet, faster and no hassle at long lines. This website makes faster and assured transaction. Thanks (10/31/2008 9:49:12 PM)
- **Driver:** We live almost 45 minutes drive from our closest DMV office. With the cost of gas, I thought this feature or opportunity to renew online was great. Thank you. (10/31/2008 10:59:04 AM)
- **Plate:** Thank you for getting rid of the 'PIN NUMBER' feature! Since I don't go online to DMV that often, I forgot my pin quickly. I am very satisfied that we no longer have to use it to order from your website. (10/31/2008 10:14:36 AM)
- **General:** I was thrilled when I opened my renewal mail and found out this was an option. It is challenging to get to the DMV due to my work schedule. (10/31/2008 9:53:08 AM)
- **General:** When I completed the information requested I was surprised that I was not asked to whom the vehicle had been disposed. (10/30/2008 12:51:57 PM)
- **Vehicle:** Quick, easy, secure, and available on MY schedule - - 10:30 pm Wednesday in this case. Very pleased! (10/29/2008 10:31:22 PM)